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Tom Maurer
Director
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December 5, 2024

Lynn M. Retz
Executive Director
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604

Re: Docket No. 25-RNBT-212-MIS

Dear Ms. Retz:

Enclosed for filing in compliance with Commission Order in the above referenced docket are revisions to the following page of Rainbow Telecommunications Association's (RNBT) [LEC] General Exchange Tariff:

- Part 1, 1st Revised Sheet 22e

Please return a stamped copy of the tariff sheet upon Commission approval. If you have any questions concerning this filing, please contact me on (785) 473-7337.

Sincerely,

/s/ Tom Maurer

Tom Maurer
Director

Enclosures

cc: Jason Smith, Rainbow Telecommunications Association

J. BILLING PRACTICES (continued)

6. Suspension/Disconnection of Service Standards (continued)

D. Notice of Suspension/Disconnection of Service.

- (T) 1. Time Requirement. The telecommunications provider shall give the subscriber seven (7) calendar days electronic written notice from the date the suspension/disconnection notice is provided electronically before suspending/disconnecting service. Suspension/disconnection may be immediate if it is at subscriber request or abandonment, involves a dangerous condition, adversely affects the safety of the subscribers or other persons, or involves unauthorized interference with or fraudulent use of services. See IV.A.1.a-g, i, and j.
- (T) 2. Delivery of Notice. Service suspension/disconnection notices shall be provided electronically separately from bills, information or advertising, and shall be sent to the Customer of Record. Service of notice by electronic communication is complete after being provided by the carrier to the customer's electronic mail address of record. The telecommunications provider shall maintain an accurate record of the date of the electronic communication and the suspension/disconnection effective dates.
3. Notice Information Requirements. The suspension/disconnection notice shall contain the following information:
- a. The name, billing address and account number(s) of the subscriber being suspended.
 - b. A clear and concise statement of the reason for the proposed suspension/disconnection of service and terms under which suspension/disconnection may be avoided.
 - c. The date and time by which payment is required to avoid suspension/disconnection.
 - d. A clear and concise explanation of the charges and conditions for reconnection of service.
 - e. A statement that suspension/disconnection may be postponed or avoided if the subscriber makes payment arrangements with the provider for moneys not in dispute.